

# Recall Campaign

Daimler Trucks  
North America LLC

June 2018

INT FL769-01/02

## Interim Recall

NHTSA #18V-253 (School Buses)

#18V-254 (Non-School Buses)

Transport Canada #18-200 (School Buses)

#18-199 (Non-School Buses)

## Subject: TBB SynTec S3B Seat Frames (Restraint Seats)

**Models Affected: Thomas Built Buses Saf-T-Liner C2, EFX, and HDX buses and Minotour buses manufactured August 27, 2014, through February 5, 2018.**

### General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above. **This interim action will be available until the final recall remedy begins.**

There are approximately 25,000 vehicles involved in this campaign.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B restraint seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

An additional wall bracket will be installed between the wall rail and the seat on each suspect seat.

In the interim, customers have been advised that they may continue to operate their vehicles and of steps they can take now to address any seat brackets that may have cracked. As part of the daily pre-trip inspection, Thomas has advised drivers to inspect rear seat mounting brackets where they attach to the seat rail at the side wall. Inspection instructions have been provided to customers. If a customer finds a cracked or broken seat mounting bracket, they are to take the vehicle to an authorized Thomas dealer to have the seat repaired at no charge. *Important: The bus will still require the full recall repair when it is available.*

### Work Instructions

Please refer to the attached work instructions.

### Replacement Parts

**Reinforcement bracket kits for interim repairs are being pre-positioned at dealerships with affected buses in their area.** Should a location without kits need to repair a bracket, contact Thomas Built Buses Warranty at (336) 889-4871 for parts.

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**Table 1 – Replacement Parts for INT FL769**

NOTE: Use one kit per seat. A kit for “thin back” seats is provided for rearmost seats when needed.

Campaign Number	Kit	Description	Qty.
INT FL769-01 INT FL769-02	Left Seats	TBB 219032 RL – SEAT REINF BRKT KIT LEFT S3B RESTRAINT 1 ea Left Hand Seat Mounting Bracket 1 ea Bolt 2 ea Nuts	1 kit per seat
		TBB 219032 TRL – SEAT REINF BRKT KIT LEFT S3B RESTRAINT- THIN BACK 1 ea Left Hand Seat Mounting Bracket 1 ea Bolt 2 ea Nuts	1 kit per thin back seat
	Right Seats	TBB 219033 RR – SEAT REINF BRKT KIT RIGHT S3B RESTRAINT 1 ea Right Hand Seat Mounting Bracket 1 ea Bolt 2 ea Nuts	1 kit per seat
		TBB 219033 TRR – SEAT REINF BRKT KIT RRIGHT S3B RESTRAINT- THIN BACK 1 ea Left Hand Seat Mounting Bracket 1 ea Bolt 2 ea Nuts	1 kit per thin back seat

Table 1

## Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

## Labor Allowance

**Table 2 – Labor Allowance**

Campaign Number	Procedure	Time Allowed (Hours)	SRT Code	Corrective Action
INT FL769-01 INT FL769-02	Repair one cracked/broken seat mounting bracket	0.3	996-R040A	12 – Repair Recall/Campaign
	Repair each additional cracked/broken bracket, if needed	0.1	996-R040B	12 – Repair Recall/Campaign

Table 2

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## Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

- Claim Type is **Recall Campaign**.
- In the Campaign field, enter the campaign number (**INT FL769-01 or INT FL769-02**).
- In the Primary Failed Part field, enter **25-FL769-000**.
- Repair seats with a cracked or broken bracket using the appropriate parts listed in the Replacement Parts Table. Do not repair all brackets on a bus at this time.
- In the Labor section, enter the appropriate SRT(s) from the Labor Allowance Table. Claim 996-R040A for the first bracket repaired. If additional brackets on a bus require repair, also claim 996-R040B once for each additional bracket repaired (this is expected to be rare).
- The VMRS Component Code is **T99-999-018** and the Cause Code is **A1 - Campaign**.
- **This interim repair will end when the final recall repair is available.**

**IMPORTANT:** OWL must be viewed prior to performing this interim repair to ensure the vehicle is involved and has not been previously completed.

Contact the Warranty Campaigns Department at (336) 889-4871, from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday, via Web inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) / My Tickets and Submit an Inquiry, if you have any questions or need additional information.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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## Copy of Interim Notice to Owners

### Subject: TBB SynTec S3B Seat Frames (Restraint Seats)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Thomas Built Buses, Inc., has decided that a defect which relates to motor vehicle safety exists on specific Saf-T-Liner C2, EFX, and HDX and Minotour school and non-school buses manufactured August 18, 2014, through February 5, 2018.

Under certain extreme operating conditions, such as adverse road conditions, repetitive shock loads, or occupant abuse, a metal fatigue crack may develop on the S3B seat rear wall mount bracket. Over time, such a crack may propagate and lead to fracturing of the wall mount bracket. A seat with a severely cracked or fractured wall mount bracket may increase the risk of injury to occupants in the event of a crash.

An additional wall bracket will be installed between the wall rail and the seat on each suspect seat.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall and provide important information regarding steps you may take in the interim. Thomas Built Buses is currently securing parts and will notify you when the repair is available. **When you receive the second notice**, please contact your authorized Thomas dealer to schedule the recall for your vehicle. You may continue to operate your vehicle in the interim.

Before the remedy is available, there are steps you can take to address any seat brackets that may have cracked. As part of the daily pre-trip inspection, Thomas advises drivers to inspect rear seat mounting brackets where they attach to the seat rail at the side wall. Inspection instructions are enclosed for your use. If a cracked or broken seat mounting bracket is found, please take your vehicle to an authorized Thomas dealer to have the seat repaired at no charge. Important: The bus will still require the full recall repair.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

If you have any questions about this recall, please contact the Warranty Department at (336) 889-4871, 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: (800) 424-9153); or to <http://www.safercar.gov>. In Canada, you may contact Transport Canada-road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

THOMAS BUILT BUSES WARRANTY DEPARTMENT

Enclosure

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## CUSTOMER INSPECTION INSTRUCTIONS

### TBB SynTec S3B Seat Frames

#### Identifying Affected SynTec S3B Seats (Restraint Type)

Look at the aisle side of the seat. There is brace between the legs on the aisle side. See **Figure 1**. (If there is no brace, the seat does not need to be inspected.)

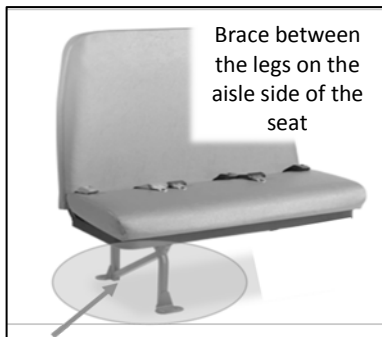


Figure 1

#### Seat Bracket Inspection

1. Look at the seat mounting bracket. It is behind the seat, at the seat rail along the wall. See **Figure 2**. (A flashlight may be helpful.)

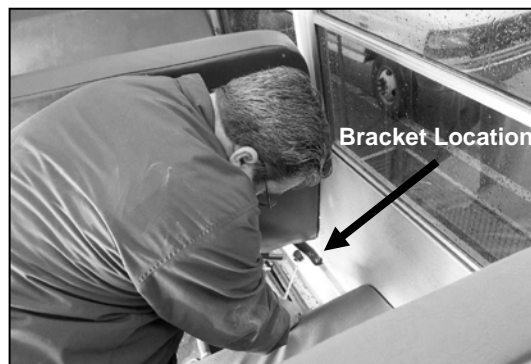


Figure 2

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2. Is the bracket intact? Is the bracket cracked or broken? See **Figure 3, Items A and B.**

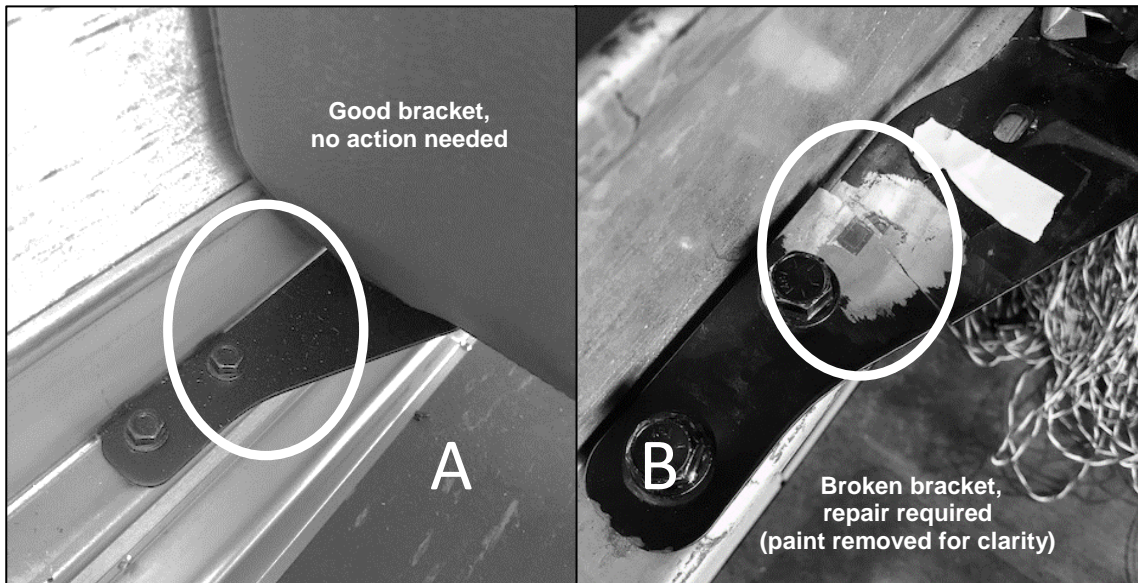


Figure 3

## What to do if a Bracket is Cracked or Broken

If a cracked or broken seat mounting bracket is found, please contact your Thomas Built Buses dealer as soon as possible to have it repaired at no charge.

For assistance locating a dealer, contact the Warranty Department at (336) 889-4871.

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## Work Instructions

### Subject: TBB SynTec S3B Seat Frames (Restraint Seats)

#### Interim Seat Bracket Repair

**IMPORTANT:** Repair cracked/broken brackets on restraint seats only. Do not repair all brackets on a bus at this time. Use one kit per seat. A kit for "thin back" seats is provided for rearmost seats when needed.

1. Park the vehicle, shut down the engine, make sure the shifter is in Park or Neutral, set the parking brake, chock the tires.
2. Remove the seat cushion. See **Figure 1**.



Figure 1: Remove Seat Cushion

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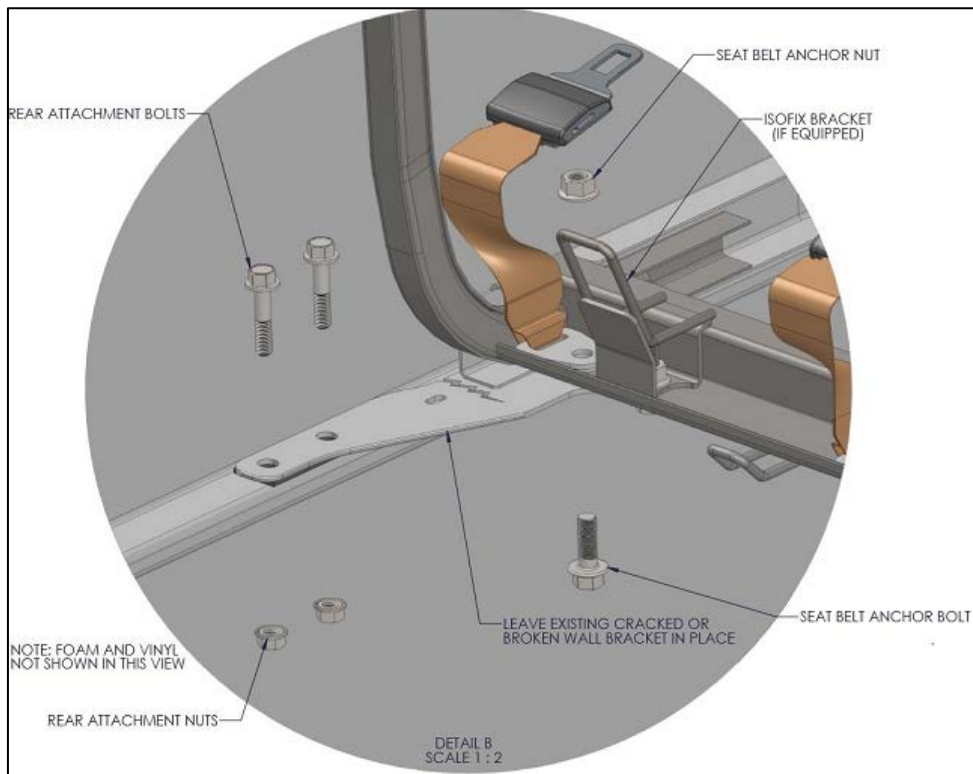
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3. Remove the rear seat rail nut and bolt using a 9/16 inch socket, swivel adaptor, and an open-end wrench. Retain hardware for reinstallation. See **Figure 2**.



**Figure 2: Seat Mounting Hardware**

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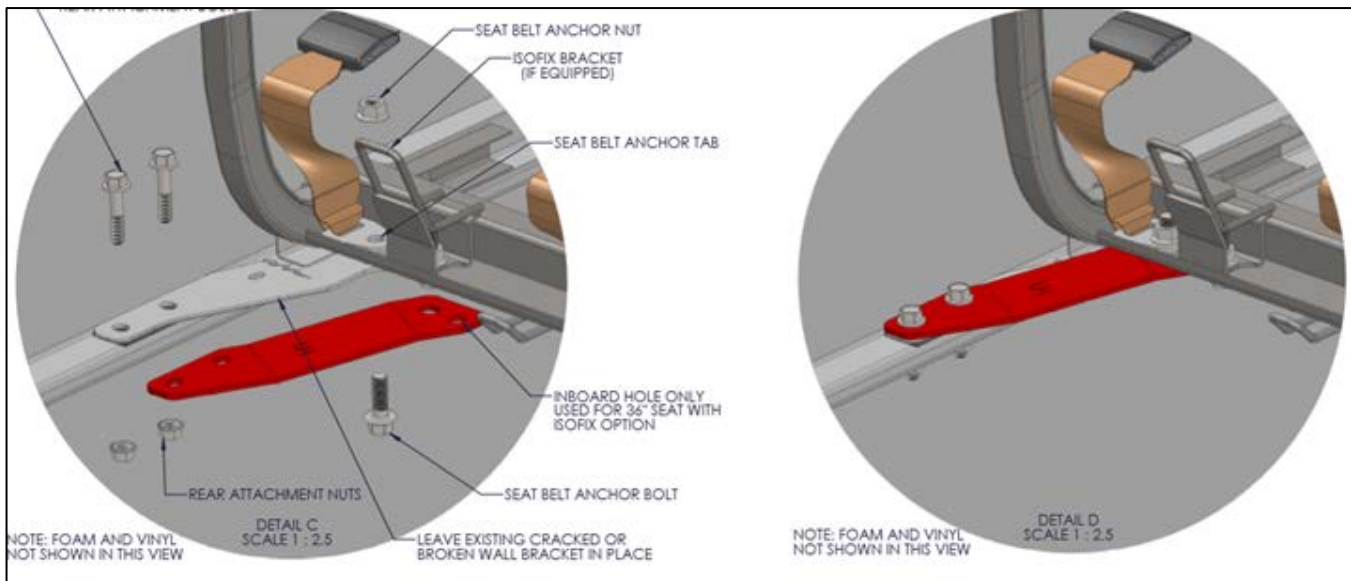
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4. If there is a seat belt in the position next to the bus wall, remove the bolt and nut and discard. Retain the seat belt for reinstallation.
5. If the seat has an ISOFIX, remove it and retain the bracket and mounting hardware for reinstallation.
6. Place the new bracket over the existing, broken bracket. Reposition the broken piece to its original placement, if needed. Install the reinforcement bracket as shown in **Figure 3**.



7. If a seat belt was removed earlier, reinstall it using the new nut and bolt supplied in the kit and torque to 45 lbf.lbs.

NOTE: The inboard hole in the reinforcement bracket will be used only when the seat has an ISOFIX.

8. If the seat has an ISOFIX, reinstall it through the new reinforcement bracket and seat frame, tighten to 45 lbf.lbs.
9. Torque the two rear attachment bolts and nuts to 12 lbf.lbs.
10. Install the seat cushion.
11. If more than one bracket is cracked or broken, repeat this procedure for each cracked/broken bracket. (This is expected to be rare.)
12. Remove the chocks from the tires.